

# Compassionate Communication Toolkit

<b><u>WITH SELF</u></b> Noticing and/or sharing my experience without blaming/judging	<b><u>WITH OTHERS</u></b> Receiving another's experience without blaming/judging
<b>Observations</b> "When I see/hear ____..."	<b>Observations</b> "When you see/hear ____..."
<b>Feelings</b> "I feel ____..."	<b>Feelings</b> "Are you feeling ____?..."
<b>Needs</b> "... because I'm wanting ____."	<b>Needs</b> "... because you're wanting ____?"
<b>Request</b> "Would you be willing to ____?"	<b>Request</b> "It sounds like you would like ____ to happen?"

## **Observations (vs. Evaluations)**

Observations are the *objective facts* of the situation, free of judgment or interpretation.

- Ask yourself: *What would a video camera capture?*
- The purpose of observations is to create common ground.
- Evaluations are likely to stimulate defensiveness or disagreement.

## **Feelings (vs. Thoughts)**

Feelings are one-word descriptors of our *personal emotional experience* in relation to the facts.

- Avoid starting your sentence with "I feel like \_\_\_\_" or "I feel that you \_\_\_\_." The words that follow are often evaluations!

## **Needs (vs. Strategies)**

Needs are *universal qualities* that all humans value and require to thrive.

- Needs are distinct from the strategies we use to attend to our needs.
- Conflict happens on the level of strategies; needs cannot be in conflict.

## **Requests (vs. Demands)**

Requests are *positive, specific strategies we propose* to attend to the needs at hand.

- If you aren't open to hearing "no" in response, you're probably making a demand.
- Sometimes we aren't able to find a way to meet all the needs at hand. These moments are an opportunity to honor our unmet needs by mourning them.